



Subscribe to Our Newsletter

Subscribe



ROB BONTA

Attorney General

Consumer Complaint Against A Business/Company

Consumer Complaint Against A Business/Company

/ *Consumer Complaint Against A Business/Company*

Thank you, your submission has been sent.

A copy of your submission is shown below. **Please use your browser Print function to print this page for your records.**

Please be advised that our office cannot represent individual citizens in legal matters, and cannot give individuals legal advice.

If you need legal assistance, we suggest that you contact a private attorney. You may obtain a referral to a certified lawyer referral service by contacting the State Bar at 866-442-2529 (toll-free in California) or 415-538-2250 (from outside California), or via the State Bar website.

If you cannot afford a private attorney, you may consider contacting your local legal aid office. For a referral, visit the Legal Services Corporation and click on the Find

Legal Aid tab.

If you have information about a crime, please report the matter locally to the police department or sheriff's office. For contact information, visit the California Law Enforcement Agencies page and click on your city or county law enforcement agency.

If you are contacting our Office about the national mortgage servicing settlement with Citibank, JPMorgan Chase/Washington Mutual, Bank of America/Countrywide, Wells Fargo/Wachovia, and Ally Financial/GMAC, please visit our National Mortgage Settlement website for helpful information.

Although we do our best to respond to all e-mails as quickly as possible, due to high volume, it is possible to experience a delay. We thank you for your patience.

PUBLIC INQUIRY UNIT

Data you submitted:

Your Information
First Name John
Middle Initial
Last Name Fouts
Address Line 2904 Sitka Dr.
Address Line 2 L29
City Louisville

State KY

Zip Code 40299

(+4)

Email Address icreateupwardspirals@gmail.com

Confirm Email Address icreateupwardspirals@gmail.com

Area Code 502

Phone Number 9560052

Are you submitting this complaint on behalf of someone else? No

Business Information (Complaint Against):

Company Name Apple Inc.

Company Address One Apple Park Way

Company City Cupertino

Company State CA

Zip Code 95014

(+4)

Area Code 408

Phone Number 9961010

Email Address legal@apple.com

Website <https://www.apple.com>

Complaint

Amount in dispute

\$ 5,000

Product at Issue:

Apple iPhone 15+ (purchased Summer 2024 at T-Mobile, Hurstbourne Parkway, Louisville, KY)

Summary of Issue:

The device was compromised at the firmware level, likely prior to my receiving it.

I am a federally protected individual (ADA, VAWA, 1915(c)) with ongoing digital threat exposure. Immediately after purchase, I began observing the following:

Microphone activating without any app permission

Call rerouting, including intercepted calls to federal offices and the White House

Inability to disable system services; loss of 2FA and full control over Apple ID

Persistent compromise across iOS 17 and iOS 18

Analytics logs confirming suspicious internal activity, ignored by Apple Support

Apple Support refused to escalate the case despite multiple verifiable data points

Store policy required me to repurchase the phone outright to receive any support, even in the case of potential malware or targeted firmware abuse

Apple Store / Sales Info:

T-Mobile, Hurstbourne Parkway, Louisville KY

Representative: Giselle

Amount in Dispute:

Over \$5,000, including hardware, data loss, and investigatory burden.

Remedy Requested:

I request the California Attorney General require Apple to:

Investigate the firmware-level compromise

Escalate this case to their internal security and forensic engineering teams

File a formal law enforcement report due to the potential for nation-state-level firmware compromise and surveillance

Require Apple to provide a complete explanation of why logs showing compromise were ignored.

Facilitate a refund or secure replacement.

Protected Status:

This incident threatens the safety of a disabled parent and minor child and must be evaluated in light of applicable federal protection laws.

Briefly state what you would consider a reasonable resolution from the company

See Above

Have you contacted the company about this issue? Yes

Date of last contact A few weeks ago approximately

Communication means

- E-mail
- In-person
- Phone
- Apple Support Online Through the Device Itself

Person communicated with Multiple Tier 1 Customer Service, 1 Senior Technical,

1 Store Manager, Multiple Online Support Specialists through Apple Support

Results of communication Apple acknowledged device analytics reports

confirming abnormal behavior Despite escalation, no meaningful investigation
or for

Have you previously contacted our Office or other agencies about this issue? Yes

Agencies contacted CISA (Cybersecurity and Infrastructure Security Agency) FTC

(Federal Trade Commission) FCC (Federal Communications Commission)

Date agency contacted February 2025 – May 2025 (ongoing)

No

Documents

Do you want to upload supporting documents? Yes

Upload supporting documents 2025-05-25-Apple-Affidavit-John-R-Fouts-iOS-
Compromise-Hijacking-Baseband-CISA.pdf

Description of document Apple Affidavit -iOS Compromise

Do you wish to upload a second supporting document? Yes

Upload second supporting document 2025-05-25-CISA-Apple-Report-John-R-

Fouts-IRF Intake - IRF.pdf

Description of second document CISA Apple Report

Do you wish to upload a third supporting document? No

Additional Information About You (optional)

Are you 65 years or older? No

Do you have a disability? Yes

What is your annual household income? \$30,000-\$49,999

Are you a current member of the U.S. Armed Forces or the immediate family of a service member?

No

Are you a former member of the U.S. Armed Forces? No

Do you have limited English ability? No

Statement

I affirm that the foregoing information is true and accurate Yes

By filing this complaint, I authorize you to send this complaint to the party named, and for that party to communicate, including disclosure of non-public personal information, with the Attorney General's office concerning this complaint.

Yes

Attorney General's Role

Return to the Comment form

[Office of the Attorney General](#)

[Accessibility](#)

[Privacy Policy](#)

[Conditions of Use](#)

[Disclaimer](#)

© 2025 DOJ